



Testimony Before the Transportation Committee

February 29, 2016

HB 5055 An Act Decreasing Wait Times at the Department of Motor Vehicles

Representative Guerrero, Senator Leone, and members of the Transportation Committee, my name is Brandon Dufour, I am the owner and General Manager at The Next Street, formerly All-Star Driver. Thank you for the opportunity to discuss the privatization of the Department of Motor Vehicles. I would like to speak in favor of the privatization of the services offered by the Department and House Bill 5055 An Act Decreasing Wait Times at the Department of Motor Vehicles.

This year, we will educate over 13,000 new drivers, making us the largest driving school in the state. The State of Connecticut heavily regulates our business, and our daily operations are overseen by the Department of Motor Vehicles. Additionally, we work as an intermediary between our students and the DMV. Simply put, we are working with the DMV every minute of every day.

The problems that exist today at the Department are well known around the state. We believe a path exists to solve the problems that exist within the Motor Vehicles Department: reducing their responsibilities and reach, and establishing a culture of service and accountability. Next Street has been successful in doing exactly this, and we can now measure our success as a service organization. Over 92% of our graduating students say they would recommend us to their friends or family. This happens, not because of major investment in infrastructure or bells and whistles, but because we have

created a culture of service mindedness with our staff of 85 people. Each person comes to work and knows what the company's goals are and how they fit into those goals.

This model is scalable, and can be applied to any service that we offer, whether that is driver's education, or any other service that the DMV currently offers. If the state were to privatize services of the DMV, we believe we can perform them more efficiently and less expensive than the State. Our current infrastructure would allow us to offer permit tests, new licenses, license renewals and call center functions immediately.

In our daily interactions with the Department, we regularly experience many of the same shortcomings that the public has seen. As a private enterprise, we can take on human intensive services from the DMV. We can build tech systems faster and at a lower cost than the DMV can, and use these systems to create outstanding experiences for the people of Connecticut. And in doing so, the DMV will have the time and resources to fix the other problems that exist within the agency.

I hope that you'll strongly consider a move towards privatizing services of the DMV. Our entire team at The Next Street has the ability to articulate a vision of service first, and create a communication standard for the staff that makes this possible. We understand this, and we would be willing to help the state in finding solutions to these far reaching problems. Thank you for your time and consideration.